

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: PARTY LEADER:
CENTRE: MANOR SHROPSHIRE DATES: 22/5 - 24/5
NAME OF ACCOMMODATION: WOODLAND

Please score on the following basis if not making any comment

1 - Excellent 2 - Very Good 3 - Good 4 - Acceptable 5 - Poor

SECTION 1: Pre-Arrival

How could we improve our website, www.manoradventure.com? ①

If you had a visit from one of our School Journey Advisors: N/A

Did he provide a fair description of our centre and product?

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: ① Fire Drill: ⑤ - PERSON WHOSE ROOM IT WAS IN WAS CONCERNED WITH PEOPLE GOING IN

Room Allocation: ① Introductory Talk: ⑤ TOO QUIET FOR PEOPLE WHO HADN'T BEEN HERE BEFORE.

SECTION 3: Centre Facilities

Pupil Accommodation: ① Teacher Accommodation: ①

Washing & Toilet Facilities: ③ Cleanliness / Hygiene: ③

The Grounds: ①

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) ACCEPTABLE

Standard of Furnishing? ENJOYED THE FURNITURE IN THE TEACHER LOUNGE.

NOTICED AS WE LEFT THAT THE EXTRA BUNKS IN WIZ DIDN'T HAVE MATTRESSES.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? YES, MUCH BETTER THAN LAST YEAR - BBQ WAS A NICE SURPRISE

Was there enough to eat? YES

Was the food served promptly? YES - IN FACT WE WERE REALLY IMPRESSED WITH THE SPEED.

Were all dietary requirements catered for? YES.

How do you rate the packed lunches? N/A

Any other comments? THE STAFF WERE ALL REALLY FRIENDLY BEARING IN MIND HOW HARD THEY MUST WORK.

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? YES

How do you rate the Centre Staff / Instructors?

Helpful: YES Professional: YES

Were the Instructors motivating / clear / enthusiastic? INSPIRATIONAL

How do you rate the outdoor pursuits? THOROUGHLY ENJOYABLE

How do you rate the outdoor pursuit equipment? GOOD STANDARD

What were your pupil's favourite outdoor pursuits? ABSEILING, KATAKING, THE BLIND TRAIL.

Are there any new outdoor pursuits you would like Manor Adventure to offer? NO.

Do you have any suggestions on how we could improve our product or outdoor pursuits?

NONE. IN FACT, OTHER CENTRES COULD COME HERE TO SEE HOW IT'S DONE.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? THE FRIENDLINESS OF THE STAFF

Which aspect of your stay was least enjoyed? A LOT OF THE STAFF FELT THE INTRODUCTION WAS RUSHED

How do you rate the overall product on a value for money basis? GOOD, ESPECIALLY THE FOOD

Will you be considering a further visit with Manor Adventure? YES

Have you any further general comments which you feel would be useful to us?

TEACHERS NEED TO HAVE A WIFI SIGNAL WHICH COVERS THE SITE SO THEY CAN STAY IN CONTACT EASIER

Where did you hear of Manor Adventure? WE HAVE BEEN HERE BEFORE

What were the reasons for choosing Manor Adventure? WE ENJOYED IT BEFORE AND ENJOYED IT EVEN MORE THIS YEAR

Which centre did you visit last year? THE MANOR SHROPSHIRE (THIS ONE)

What other visits does your school organise? /

SECTION 7:

Do you know of any other schools or colleagues who may be interested in visiting any of our centres in England, Scotland, Wales and France?

Name: / Name: /

Address: / Address: /

*manor
adventure*

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manor adventure

COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

Norfolk Lakes, Norwich

Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure.

We hope you have enjoyed your visit with us

Have you considered our French Centres



Le Château du Broutel



Le Château de Warsy

